

INtax Taxpayer Guide



July 2015

Indiana Department of Revenue

Table of Contents

Introduction	3
File a return	4
Make a payment	8
Electronic Funds Transfer	13
View filing history	16
View payment history	20
Pay underpaid periods	22
Send and receive messages	28
Manage users	34
Add a user	34
Adjust a user's privileges	39
Add a business	42
Update contact information	43
Change password	45
Change username	47
Additional information	49

Introduction

Welcome to INtax, Indiana's free online tool to manage business tax obligations for Indiana retail sales, withholding, out-of-state sales, gasoline use taxes, metered pump sales, tire fees, fuel taxes, wireless prepaid fees, type II gaming fees, food and beverage tax, and county innkeeper's tax.

INtax supports the following tax forms: ST-103, ST-103MP, ST-103P, ST-103CAR, WH-1, WH-3, TF-103, SF-900, SF-401, MF-360, WPC-103, TTG-103, GT-103DR, FAB-103, and CIT-103.

The *INtax Taxpayer Guide* reviews the many functions of INtax with step-by-step instructions and images of active INtax screens. This guide assumes you already have registered your business with INtax. If you have not registered your business, please view the *INtax QuickStart Guide*, available online at www.in.gov/dor/4336.htm, and follow its detailed instructions.

Before you begin using INtax, you'll need your username and password. Please make sure you are able to log in to INtax.

File a return

To file a return using INTax, follow these steps:

Step 1: Select **Businesses** (see arrow #1 below) to navigate to the Business Details page.

Step 2: For the row of the tax type account for which you want to file a return, select **File** (see arrow #2 below) in the Actions column. For some tax type accounts, you will be asked for additional information to determine which form you want to file.

Note: Remember to file first and then pay.

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Business Details

State Tax ID: _____ Primary Address: _____

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
Sales Loc: 001		Yes	No	Open	Monthly	File Pay

Page 1 of 1 | 10 | View 1 - 1 of 1

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Step 3: The following pages may vary depending on the type of return you are filing.

Enter the correct period end date, and then select **Next**.

Note: This is the last day of the month/year that you have collected tax, not the due date of the return being filed.

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BUSINESSES

FILE ☐

FILING HISTORY

PAY ☐

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE ☐

LOGOUT

File an ST-103 Return

Tax Type: Sales ([View Due Dates](#)) Location Address:

State Tax ID: Current Filing Frequency: Monthly

• Provide the period end date and click Next to continue. The due date based on the period end date entered will automatically calculate. If you would like to see a list of past and anticipated future due dates for this account, click the View Due Dates link above.

Tax Period

Enter the tax period end date of the return (MM/DD/YYYY):

In accordance with department rules, a business tax closure account. If you are filing your final return for this tax account for complete instructions.

Along with appropriate documentation in order to close submit the requested documentation. Refer to form I

Jun 2015

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Cancel Next

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Step 4: Enter all return information.

Step 5: Check the box (see arrow #1 below) to declare that the amounts are correct, and then select **Submit** (see arrow #2 below).

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BUSINESSES

FILE ☐

FILING HISTORY

PAY ☐

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE ☐

LOGOUT

File an ST-103 Return

Tax Type: Sales ([View Due Dates](#)) Location Address:

State Tax ID: Current Filing Frequency: ☒ Monthly

Tax Period: 03/01/2015 - 03/31/2015 Return Due Date: 04/30/2015

- Enter the ST-103 line items and verify the accuracy of each.
- Click the following link to view the form instructions, ([Instructions](#))
- If you are in agreement with the line item amounts please click the Submit button.

1. Total Sales

2. Exemptions / Deductions

3. Taxable Sales


4. Total Sales Tax Due

5. Collection Allowance ([Add collection allowance](#))

6. Use Tax Due

1 ☐ I declare under penalties and perjury that the amounts displayed on this page are true, correct, and complete. If there is a balance due, I understand that I am expected to submit payments electronically.

A Return Confirmation page displays after the return has been submitted successfully. To make a payment in INtax, select **Make a Payment** on the confirmation screen.



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BUSINESSES

FILE <

FILING HISTORY

PAY <

PAYMENT HISTORY


EFT REGISTRATION

MESSAGES

SECURITY


MY PROFILE <

LOGOUT




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Return Confirmation

Tax Type: Sales (View Due Dates)	Location Address:
State Tax ID:	Current Filing Frequency:  Monthly
Tax Period: 06/01/2015 - 06/30/2015	Return Due Date: 07/30/2015

Thank you! The following return has been submitted. Please print this page for your records. A printable PDF of your return will be available in the INtax filing history of your account.

Document locator number:	
Amount due:	
Submitted by:	
Tax period:	06/01/2015 - 06/30/2015
Return type:	ST-103
Return submission date:	7/21/2015 6:16:17 PM

[Make a Payment](#)

The document locator number shown above can be used with the Indiana Department of Revenue to reference the filed return, should you have any questions. Confirmation messages for payments and returns will no longer be sent through the INtax secure message center. To verify a return and/or payment has been filed through INtax, select the Filing History or Payment History option from the menu on the left side of the screen.

If you have any questions concerning this transaction, please contact the Customer Interaction Center for assistance.

INtax Customer Service
Indiana Department of Revenue

Taxpayer Information and Assistance: [\(317\) 233-8729](tel:317-233-8729)

Email: businesstaxassistance@dor.in.gov

Hours of Operation:
Monday - Friday
8:00 a.m. - 4:30 p.m. Eastern Time

Make a payment

To make a payment using INTax, follow these steps:

*Note: If you selected **Make a Payment** from the Return Confirmation page after successfully submitting a return, skip to Step 3.*

Step 1: Select **Pay**, then select **Make a Payment** (see arrow #1). If you only have one tax type account registered to your INTax username, skip to Step 3.

Alternatively, for the row of the tax type account for which you want to make a payment, you can select **Pay** (see arrow #2 below) in the Actions column. If you choose this alternative, skip to Step 3.

Note: Remember to file first and then pay.

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BUSINESSES

PAY ▼

- PAY UNDERPAID BALANCES
- **MAKE A PAYMENT**
- PAYMENT HISTORY
- EFT REGISTRATION
- MESSAGES
- SECURITY
- MY PROFILE
- LOGOUT

Business Details

State Tax ID: Primary Address:

1

2


Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
Sales Loc. 001		Yes	No	Open	Monthly	File Pay

Page 1 of 1 | 10 | View 1 - 1 of 1

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Step 2: Select either the name of the tax type account for which you would like to make a payment, or select **Pay** in the Actions column for the row of the tax type account for which you would like to make a payment.

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BUSINESSES

PAY <

PAYMENT HISTORY


EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE <

LOGOUT


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Make a Payment - Select Account

State T

Primary Address:

• Click on an account to make a payment.

Account	Address	Registered for EFT	Currently Consolidated	Status	
Food and Beverage Loc: 001 - Delaware		No	No	Closed	Pay
Food and Beverage Loc: 001 - Madison		No	No	Open	Pay
Food and Beverage Loc: 001 - Marion		No	No	Open	Pay
Food and Beverage Loc: 001 - Shelby		No	No	Open	Pay
Sales Loc: 001		Yes	No	Open	Pay

Page 1 of 1 10 View 1 - 5 of 5

Back

Step 3: From the dropdown menu, select the period dates for which you would like to make a payment and enter the payment information. Then, select **Continue**.

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BUSINESSES
FILE <
FILING HISTORY
PAY <
PAYMENT HISTORY
EFT REGISTRATION
MESSAGES
SECURITY
MY PROFILE <
LOGOUT

Make a Payment

Tax Type: [\(View Due Dates\)](#) Location Address:
State Tax ID: Current Filing Frequency:

- Select Pay Now for the payment to be submitted immediately for processing, or select Schedule a Payment, to enter the date you would like the payment to be withdrawn.
- Payments may not be scheduled more than 30 days in advance.
- If you need to make a payment for a period not listed in the Period Dates field, please contact the department at [\(317\) 233-8729](tel:3172338729) for assistance.

Period Dates:
Payment Amount:
Withdrawal Date:
☒ Pay Now
☐ Schedule a payment for:
Payment Option: ☒ ACH Debit (EFT) ☐ Credit Card

Please check with your bank to make sure you do not have a debit block on your account! For more information about debit please [click here](#).

To cancel or modify a scheduled ACH Debit payment after it has been submitted, select Payment History from the left menu and use the action links provided. The transaction must be modified or canceled by 3:45 p.m. Eastern Time the business before the date you requested the funds be debited from your account. NOTE: Credit card transactions may not be modified or canceled after they have been submitted.

Continue

Step 4: Review the Confirm Payment page to ensure the submitted payment information is correct. Once you have verified the information is correct, select **Submit** to process your payment. If it is not correct, select **Previous** to edit the information.

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BUSINESSES
FILE <
FILING HISTORY
PAY <
PAYMENT HISTORY
EFT REGISTRATION
MESSAGES
SECURITY
MY PROFILE <
LOGOUT

Confirm Payment

Tax Type: Sales ([View Due Dates](#)) **Location Address:**
State Tax ID: **Current Filing Frequency:** Monthly

- You have selected ACH Debit as your payment option. The following account will be debited. If your bank account is no longer valid, please select EFT Registration from the menu and update your bank information.
- All ACH Debits made before 4:00 p.m. Eastern Time will be processed the next business day.

To process this transaction you must click the Submit button. If you have not already filed a return for this period, you must do so after you submit your payment.


Account	Period	Payment	Bank Account	ABA Number	
Sales Loc:001	08/01/2015-08/31/2015	\$3.00			07/1

Page 1 of 1 10

Previous Submit

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Step 5: A Payment Confirmation page displays after the payment has been submitted successfully. Print this page for your records. If you have not filed the return, select **File Return** from the Payment Confirmation page. Depending on the tax type, INtax may populate the form with information or you may have to choose the form type.

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BUSINESSES

FILE <

FILING HISTORY


PAY <

PAYMENT HISTORY

MESSAGES

MY PROFILE <

LOGOUT



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Payment Confirmation

Tax Type: [\(View Due Dates\)](#)

Location Address:

State Tax ID:

Current Filing Frequency:

Thank you! The following payment has been submitted. Please [print this page](#) for your records.

Payment locator number:

Payment amount:

Tax type:

Location:

Account period:

Payment submitted by:

Payment submitted on:

Payment may be modified until:

Date payment will be withdrawn from your financial institution:

Do you need to file a return for this tax period?

File a Return

In addition to making this payment, you also must file a tax return for this period. If you have not filed a return for this period, click on the File a Return button. If you do not submit a return, the department will issue a bill based on the best information available.

If you have any questions or comments regarding this transaction, please contact Customer Service for assistance.

INtax Customer Service
Indiana Department of Revenue

Taxpayer Information and Assistance: [317\) 233-8729](tel:317-233-8729)

Hours of Operation:
Monday – Friday
8:00 a.m. – 4:30 p.m. Eastern Time

You may also contact us 24 hours a day, 7 days a week through your secure mailbox by clicking the Messages menu option from within INtax. We will respond to electronic requests at our earliest availability within the working hours listed above.

Provide Feedback

Share a few words with us about your experience with INtax, <http://www.in.gov/dor/4537.htm>.

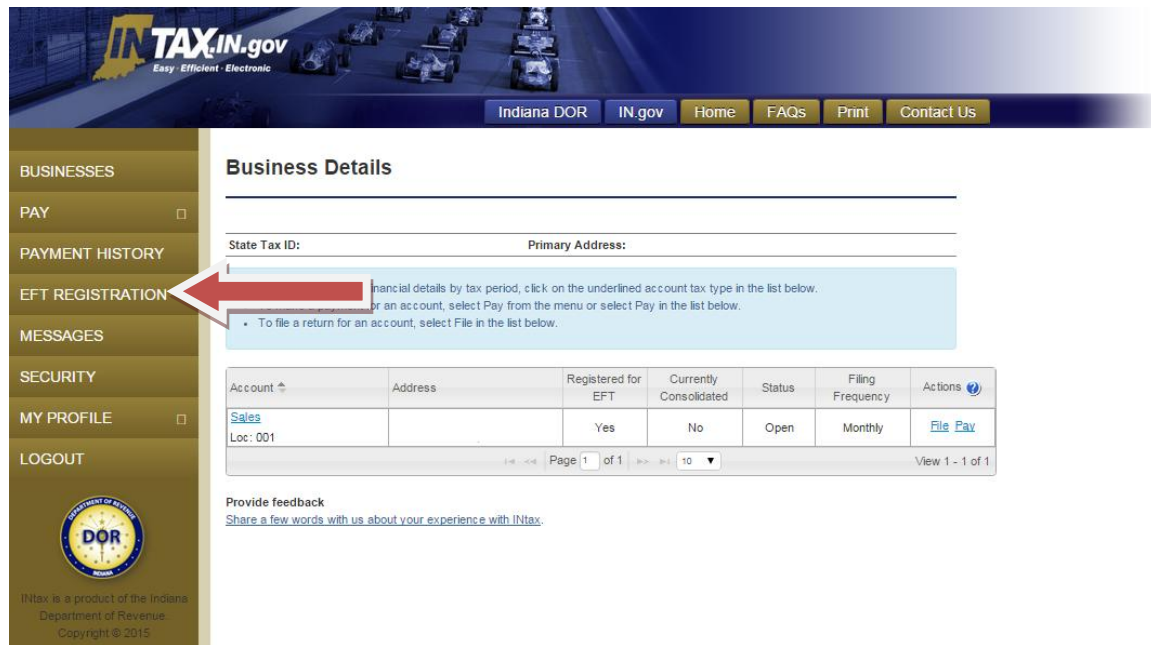
[Return To My Businesses](#)

Electronic Funds Transfer

Electronic Funds Transfer (EFT) is a fast and secure way for businesses to transfer funds. Businesses using INtax to file returns also are required to register for and submit tax payments by EFT.

To register EFT information, follow these steps:

Step 1: From the left navigation, select **EFT Registration**.



The screenshot shows the INtax IN.gov website interface. The left navigation menu includes links for BUSINESSES, PAY, PAYMENT HISTORY, EFT REGISTRATION (highlighted with a red arrow), MESSAGES, SECURITY, MY PROFILE, and LOGOUT. The main content area is titled 'Business Details' and contains a form for State Tax ID and Primary Address. Below the form is a table of accounts with columns for Account, Address, Registered for EFT, Currently Consolidated, Status, Filing Frequency, and Actions. The table shows one account: Sales, Loc: 001, Registered for EFT: Yes, Currently Consolidated: No, Status: Open, Filing Frequency: Monthly, and Actions: File Pay. A feedback link is also present at the bottom.

Business Details

State Tax ID: _____ Primary Address: _____

Financial details by tax period, click on the underlined account tax type in the list below.
or an account, select Pay from the menu or select Pay in the list below.

- To file a return for an account, select File in the list below.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
Sales Loc: 001		Yes	No	Open	Monthly	File Pay

Page 1 of 1 View 1 - 1 of 1

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Step 2: This screen lists your accounts and indicates whether they are registered for EFT. Select the account for which you want to add/register an EFT Profile by selecting **Add**.

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Maintain EFT Debit - Choose an Account

State Tax ID: _____ Primary Address: _____

The following lists your business tax accounts and general EFT debit registration information.

- Click on an account to register for EFT debit transactions.

Account	Address	Registered for EFT	Bank Account Number	
County Inheritance Loc: 001		No	N/A	Add
Sales Loc: 001		No	N/A	Add
Tire Fee Loc: 001		No	N/A	Add
Withholding Loc: 001		No	N/A	Add
Food and Beverage Loc: 001 - Marion		No	N/A	Add

Page 1 of 1 | View 1 - 5 of 5

Step 3: Fill in the required information, check the box authorizing the department to debit your account (see arrow #1 below), and select **Submit** (see arrow #2 below) to complete your EFT registration.

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BUSINESSES
FILE
FILING HISTORY
PAY
PAYMENT HISTORY
EFT REGISTRATION
MESSAGES
SECURITY
MY PROFILE
LOGOUT

Maintain EFT - ACH Debit Registration

Tax Type: [\(View Due Dates\)](#) Location Address:
State Tax ID: Current Filing Frequency: Monthly

• All fields must be completed. The ACH debit registration must be authorized (in the check box below) by a person in the business who is an authorized signatory on the account specified below.
• Check that your bank account does not have a debit block. A debit block results in your payment being returned to the department as unpaid by your bank. For more information about debit blocks reference the [FAQs](#) page.

Bank Information

Bank Account Type
Bank Routing Number
Bank Account Number
Confirm Bank Account Number

Contact Information

EFT Contact Name
Email
Country Name
Address
Address Line 2
Address Line 3
City
State
Zip
Phone Extension

Would funds from this transaction originate from a source outside the United States?
No

☒ I hereby authorize the Indiana Department of Revenue to present debit entries into the bank account referenced above by Indiana Law. These debts will pertain to Electronic Funds Transfer requests that the taxpayer (or designated service provider on behalf of the taxpayer) has initiated.


Cancel Submit

Congratulations! You successfully completed your EFT registration for the selected tax type.

View filing history

To view your filing history, follow these steps:

Step 1: Select **Businesses** in the left navigation to view the Business Details page.



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BUSINESSES

PAY

PAYMENT HISTORY


EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT



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Business Details

State Tax ID: Primary Address:

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
Sales Loc:001		Yes	No	Open	Monthly	File Pay

Page 1 of 1 10 View 1 - 1 of 1

Provide feedback

[Share a few words with us about your experience with INtax.](#)

Step 2: Next, select the tax type account you want to review.

The screenshot shows the INtax.IN.gov website interface. The header includes the INtax.IN.gov logo and navigation links: Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. The left sidebar contains a menu with options: BUSINESSES, PAY, PAYMENT HISTORY, EFT REGISTRATION, MESSAGES, SECURITY, MY PROFILE, and LOGOUT. The main content area is titled "Business Details" and includes fields for "State Tax ID:" and "Primary Address:". Below these fields is a light blue instructional box with the following text:


To view the account financial details by tax period, click on the underlined account tax type in the list below.
To make a payment for an account, select Pay from the menu or select Pay in the list below.
To file a return for an account, select File in the list below.

Below the instructions is a table with the following columns: Amount, Address, Registered for EFT, Currently Consolidated, Status, Filing Frequency, and Actions. The table contains one row with the following data:

Amount	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
Sales Loc:001		Yes	No	Open	Monthly	File Pay

Below the table is a pagination bar showing "Page 1 of 1" and "View 1 of 1". At the bottom of the page, there is a "Provide feedback" section with the text "Share a few words with us about your experience with INtax."

Step 3: The Account Details page displays, and **Filing History** appears in the left navigation. Select **Filing History**.



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[IN.gov](#)
[Home](#)
[FAQs](#)
[Print](#)
[Contact Us](#)

BUSINESSES

FILE

FILING HISTORY

PAY

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT

Account Details

INtax

Sales (View Due Dates)

Location Address:

Current Filing Frequency: Monthly

- A financial summary is shown for account periods filed with the Indiana Department of Revenue from the date your business signed up to use INtax.
- To file a return for this account, select File from the left menu.
- To make a payment for this account, select Pay from the left menu.

View Periods: From To


☐ View Underpaid/Delinquent Tax Periods Only

Account information as of 3/17/2015

Period	Tax	Penalty	Interest	Collection Fees	Payments & Credits	Balance Due	INtax Pending Payments	Period Status
02/01/2015 - 02/28/2015	\$67.81	\$0	\$0	\$0	\$0	\$67.81	\$0	Underpaid
01/01/2015 - 01/31/2015	\$49.70	\$5	\$0.09	\$0	\$49.34	\$5.45	\$0	Underpaid
12/01/2014 - 12/31/2014	\$261.51	\$26.15	\$3.59	\$32.15	\$0	\$323.40	\$0	Underpaid
11/01/2014 - 11/30/2014	\$265.89	\$26.59	\$4.32	\$32.59	\$0	\$329.39	\$0	Underpaid
10/01/2014 - 10/31/2014	\$332.11	\$33.21	\$6.20	\$0	\$0	\$371.52	\$0	Underpaid
09/01/2014 - 09/30/2014	\$297.60	\$29.76	\$6.33	\$0	\$0	\$333.69	\$0	Underpaid
08/01/2014 - 08/31/2014	\$339.12	\$0	\$0	\$0	\$339.12	\$0	\$0	
07/01/2014 - 07/31/2014	\$260.06	\$26.01	\$6.78	\$32.01	\$0	\$324.86	\$0	Underpaid
06/01/2014 - 06/30/2014	\$338.40	\$33.84	\$9.76	\$39.84	\$0	\$421.84	\$0	Underpaid
05/01/2014 - 05/31/2014	\$224.29	\$22.43	\$7.02	\$28.43	\$0	\$282.17	\$0	Underpaid

Page 1 of 9

View 1 - 10 of 87

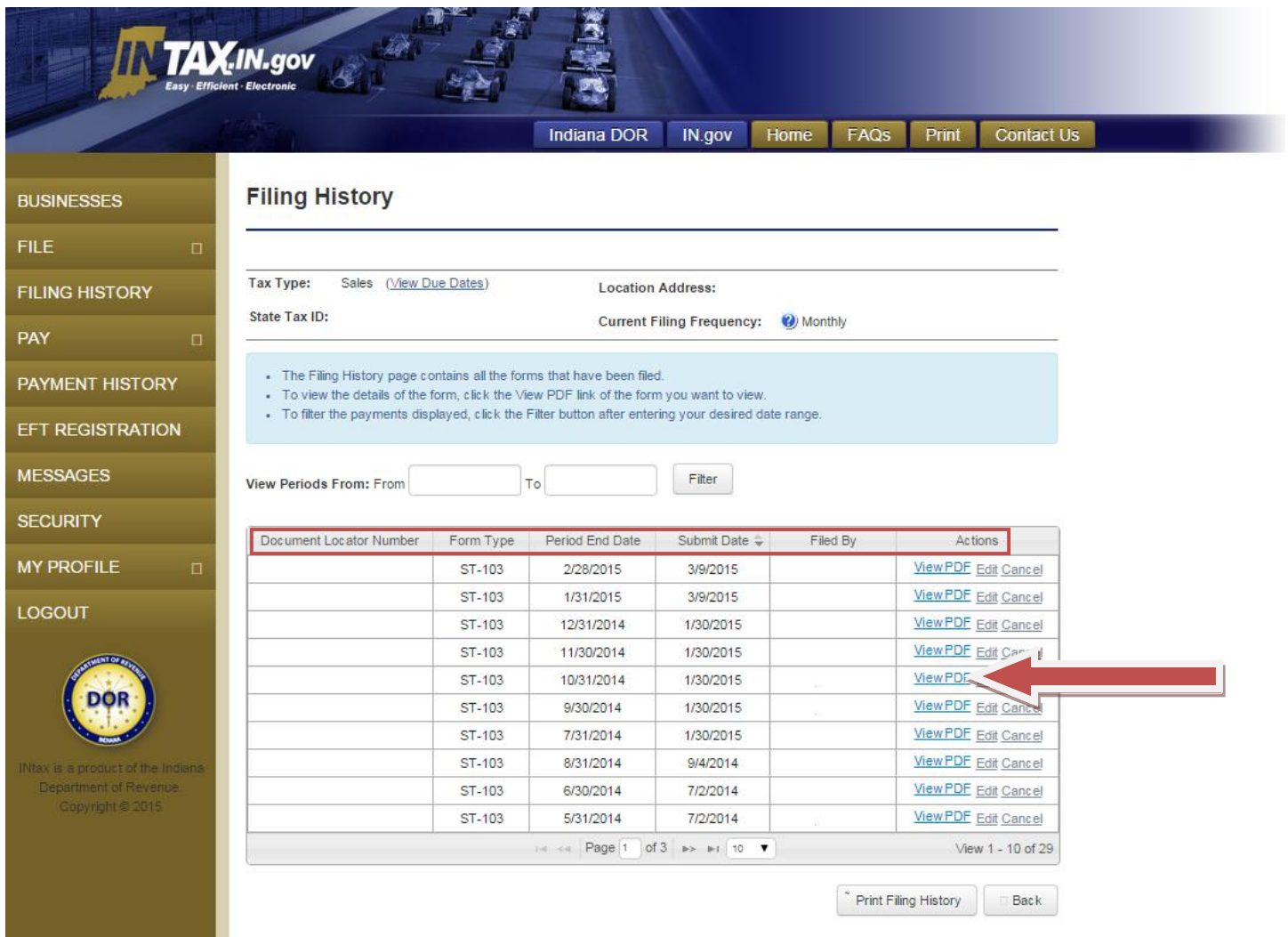


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Step 4: The returns submitted for the tax type account can be sorted by the document locator number, form type, period end date, and submission date. Select one of the column titles (highlighted by the red box) to sort by that category.

You also can select **View PDF Version** (see arrow below) to see PDF versions of the returns you have filed. This is also the page where you can edit or cancel a return that has not yet been submitted for processing. If the **Edit** and **Cancel** options are disabled, the return already has been submitted for processing and cannot be edited or cancelled.

If you need to edit a form after it has been submitted for processing, you must send a message to the department using the INtax messaging center.



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BUSINESSES

FILE ☐

FILING HISTORY

PAY ☐

PAYMENT HISTORY


EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE ☐

LOGOUT



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Filing History

Tax Type: Sales ([View Due Dates](#)) Location Address:

State Tax ID: Current Filing Frequency: Monthly

- The Filing History page contains all the forms that have been filed.
- To view the details of the form, click the [View PDF](#) link of the form you want to view.
- To filter the payments displayed, click the [Filter](#) button after entering your desired date range.

View Periods From: From To [Filter](#)

Document Locator Number	Form Type	Period End Date	Submit Date	Filed By	Actions
	ST-103	2/28/2015	3/9/2015		View PDF Edit Cancel
	ST-103	1/31/2015	3/9/2015		View PDF Edit Cancel
	ST-103	12/31/2014	1/30/2015		View PDF Edit Cancel
	ST-103	11/30/2014	1/30/2015		View PDF Edit Cancel
	ST-103	10/31/2014	1/30/2015		View PDF Edit Cancel
	ST-103	9/30/2014	1/30/2015		View PDF Edit Cancel
	ST-103	7/31/2014	1/30/2015		View PDF Edit Cancel
	ST-103	8/31/2014	9/4/2014		View PDF Edit Cancel
	ST-103	6/30/2014	7/2/2014		View PDF Edit Cancel
	ST-103	5/31/2014	7/2/2014		View PDF Edit Cancel

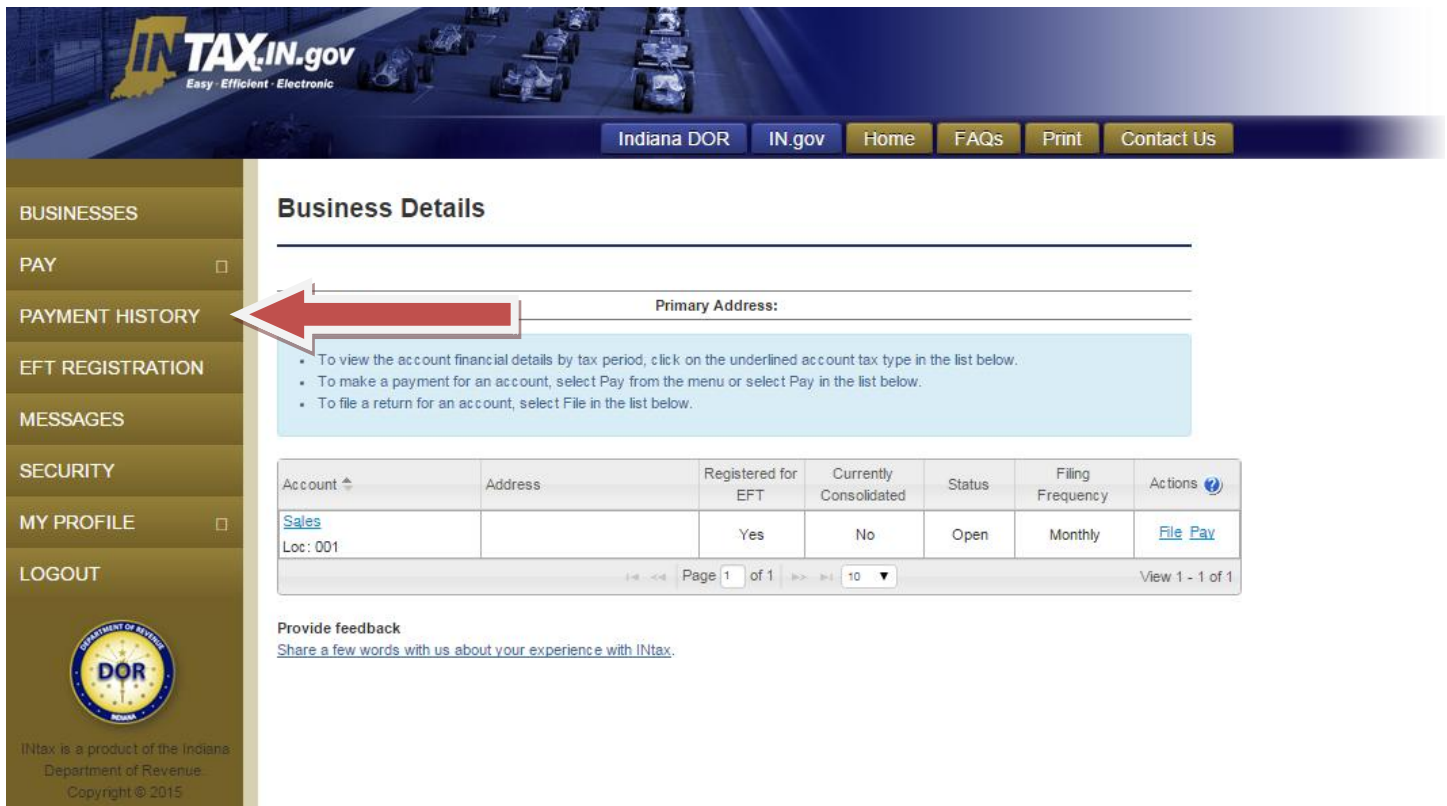
Page 1 of 3 View 1 - 10 of 29

[Print Filing History](#) [Back](#)

View payment history

To view your payment history, follow these steps:

Step 1: Select Payment History.



The screenshot shows the INtax.IN.gov website interface. The header includes the INtax.IN.gov logo and navigation links: Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. The left sidebar contains a menu with the following items: BUSINESSES, PAY, PAYMENT HISTORY (highlighted with a red arrow), EFT REGISTRATION, MESSAGES, SECURITY, MY PROFILE, and LOGOUT. The main content area is titled 'Business Details' and features a 'Primary Address' field. Below this, a light blue box contains instructions: 'To view the account financial details by tax period, click on the underlined account tax type in the list below.', 'To make a payment for an account, select Pay from the menu or select Pay in the list below.', and 'To file a return for an account, select File in the list below.' A table lists accounts with columns for Account, Address, Registered for EFT, Currently Consolidated, Status, Filing Frequency, and Actions. The table shows one account: Sales, Loc: 001, Registered for EFT: Yes, Currently Consolidated: No, Status: Open, Filing Frequency: Monthly, and Actions: File Pay. The footer includes the Indiana Department of Revenue logo and text: 'INTax is a product of the Indiana Department of Revenue. Copyright © 2015'.

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BUSINESSES

PAY

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT

Business Details

Primary Address:

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<u>Sales</u> Loc: 001		Yes	No	Open	Monthly	File Pay

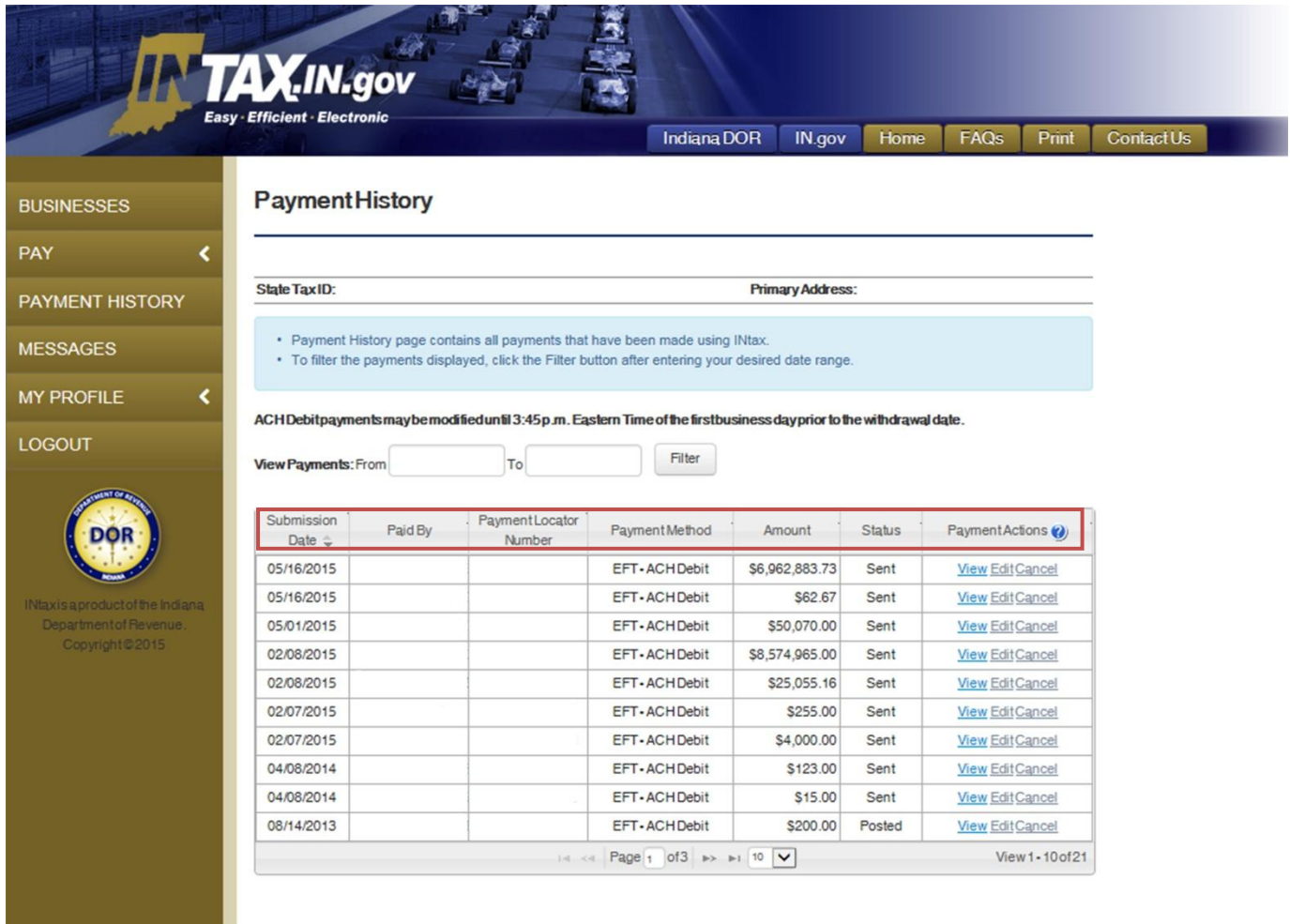
Page 1 of 1

View 1 - 1 of 1

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Step 2: The submitted payments can be sorted by the submission date, paid by, payment locator number, payment method, amount, and status. Select one of the column titles (highlighted by the red box) to sort by that category.



PaymentHistory

State Tax ID: _____ Primary Address: _____

- Payment History page contains all payments that have been made using INtax.
- To filter the payments displayed, click the Filter button after entering your desired date range.

ACH Debit payments may be modified until 3:45 p.m. Eastern Time of the first business day prior to the withdrawal date.

View Payments: From To

Submission Date	Paid By	Payment Locator Number	Payment Method	Amount	Status	Payment Actions
05/16/2015			EFT • ACH Debit	\$6,962,883.73	Sent	View Edit Cancel
05/16/2015			EFT • ACH Debit	\$62.67	Sent	View Edit Cancel
05/01/2015			EFT • ACH Debit	\$50,070.00	Sent	View Edit Cancel
02/08/2015			EFT • ACH Debit	\$8,574,965.00	Sent	View Edit Cancel
02/08/2015			EFT • ACH Debit	\$25,055.16	Sent	View Edit Cancel
02/07/2015			EFT • ACH Debit	\$255.00	Sent	View Edit Cancel
02/07/2015			EFT • ACH Debit	\$4,000.00	Sent	View Edit Cancel
04/08/2014			EFT • ACH Debit	\$123.00	Sent	View Edit Cancel
04/08/2014			EFT • ACH Debit	\$15.00	Sent	View Edit Cancel
08/14/2013			EFT • ACH Debit	\$200.00	Posted	View Edit Cancel

Page 1 of 3 View 1 • 10 of 21

You can edit EFT payments until 3:45 p.m. (Eastern Time) of the first business day prior to the withdrawal date. If the **Edit** and **Cancel** options are disabled, the payment cannot be edited or cancelled. Credit card transactions cannot be edited or cancelled after they are submitted.

Pay underpaid periods

To make a payment for an underpaid period, follow these steps:

Step 1: Select Pay.

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BUSINESSES

PAY

PAYMENT HISTORY


EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT



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Business Details

State Tax ID:Primary Address:

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.


Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<u>Sales</u> Loc: 001		Yes	No	Open	Monthly	File Pay

Page 1 of 110View 1 - 1 of 1

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Step 2: Select Pay Underpaid Balances.



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BUSINESSES

PAY

PAY UNDERPAID BALANCES

MAKE A PAYMENT

PAYMENT HISTORY


EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT



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Business Details

File Tax ID:

Primary Address:

To view the account financial details by tax period, click on the underlined account tax type in the list below.

To make a payment for an account, select Pay from the menu or select Pay in the list below.

To file a return for an account, select File in the list below.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
Sales Loc: 001		Yes	No	Open	Monthly	File Pay

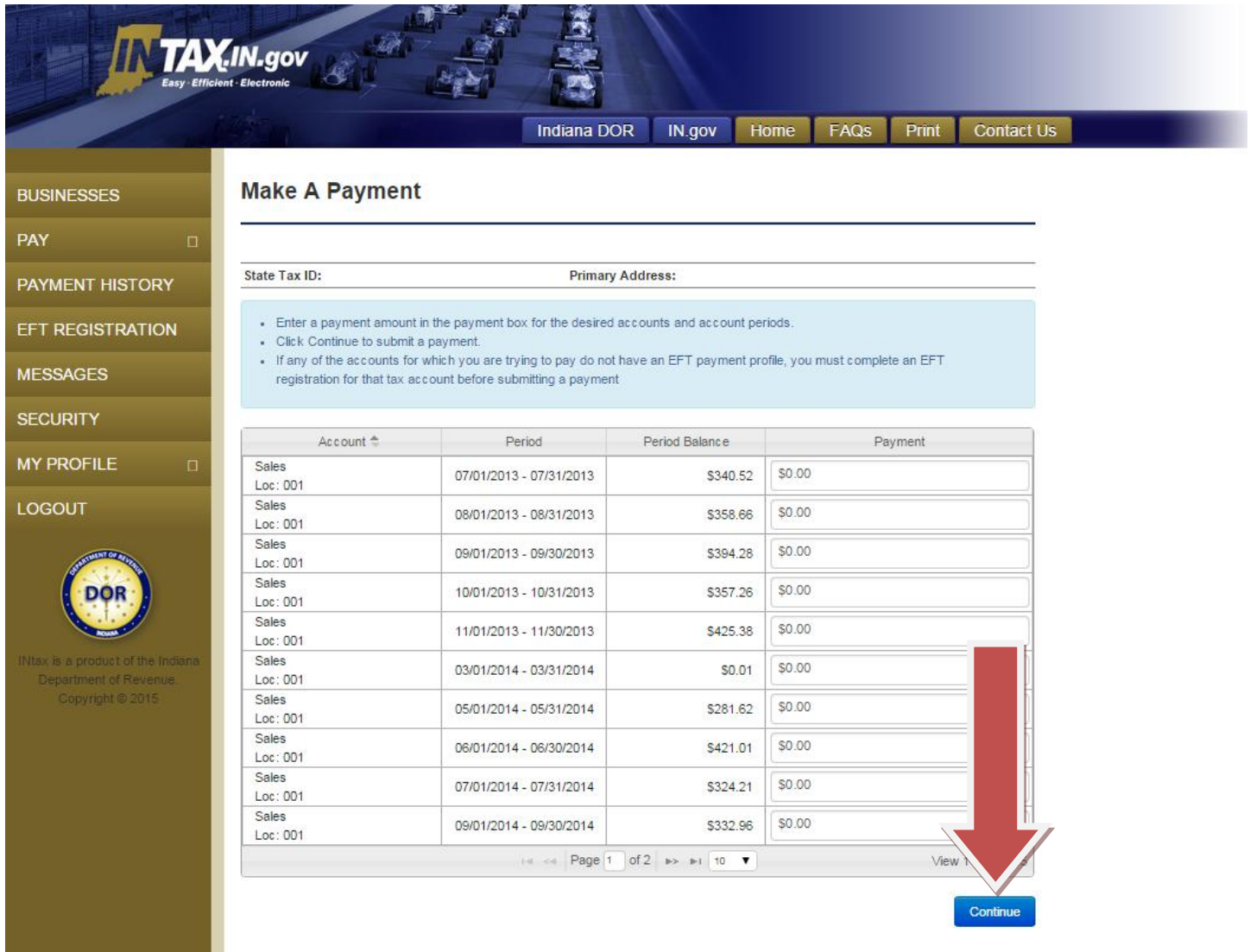
Page 1 of 110

View 1 - 1 of 1

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Step 4: A list of the underpaid balances displays with information including tax type and location, the period, and the period balance due. Enter the payment amount for each underpaid period, and then select **Continue**.



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BUSINESSES

PAY □

PAYMENT HISTORY


EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE □

LOGOUT



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Make A Payment

State Tax ID: _____ Primary Address: _____

- Enter a payment amount in the payment box for the desired accounts and account periods.
- Click Continue to submit a payment.
- If any of the accounts for which you are trying to pay do not have an EFT payment profile, you must complete an EFT registration for that tax account before submitting a payment.


Account	Period	Period Balance	Payment
Sales Loc: 001	07/01/2013 - 07/31/2013	\$340.52	\$0.00
Sales Loc: 001	08/01/2013 - 08/31/2013	\$358.66	\$0.00
Sales Loc: 001	09/01/2013 - 09/30/2013	\$394.28	\$0.00
Sales Loc: 001	10/01/2013 - 10/31/2013	\$357.26	\$0.00
Sales Loc: 001	11/01/2013 - 11/30/2013	\$425.38	\$0.00
Sales Loc: 001	03/01/2014 - 03/31/2014	\$0.01	\$0.00
Sales Loc: 001	05/01/2014 - 05/31/2014	\$281.62	\$0.00
Sales Loc: 001	06/01/2014 - 06/30/2014	\$421.01	\$0.00
Sales Loc: 001	07/01/2014 - 07/31/2014	\$324.21	\$0.00
Sales Loc: 001	09/01/2014 - 09/30/2014	\$332.96	\$0.00

Page 1 of 2 | View 10

Continue


Note: If an underpaid account is not listed, it may be on the next page. You can navigate between pages at the bottom of the table. Also, you can adjust how many records appear on one page.

Step 5: The Select Payment page shows a list of underpaid accounts for which you have chosen to make a payment. Select your payment option. Review the information and ensure it is correct, then select **Next**.



[Indiana DOR](#)
[IN.gov](#)
[Home](#)
[FAQs](#)
[Print](#)
[Contact Us](#)

BUSINESSES
PAY
PAYMENT HISTORY
EFT REGISTRATION
MESSAGES
SECURITY
MY PROFILE
LOGOUT



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Select Payment

State Tax ID:

Primary Address:

Select a payment option and click Next to proceed.

Account	Period	Period Balance	Payment	Remaining Due
Motor Fuel Loc: 000	03/01/2014 - 03/31/2014	\$1,714.56	\$100.00	\$1,614.56
Motor Fuel Loc: 000	12/01/2014 - 12/31/2014	\$286.52	\$100.00	\$186.52

Page 1 of 1
10
View 1 - 2 of 2



Select Payment Option

Payment Amount

\$200.00

Payment Option

☒ ACH Debit (EFT)
☐ Credit Card


Please check with your bank to make sure you do not have a debit block on your account! For more information about debit block, please [click here](#).

To cancel or modify a scheduled ACH Debit payment after it has been submitted, select Payment History from the left menu and use the action links provided. The transaction must be modified or canceled by 3:45 p.m. Eastern Time the business day before the date you requested the funds be debited from your account. NOTE: Credit card transactions may not be modified or canceled after they have been submitted.

Previous

Next

Step 6: From the Confirm Payment page, you can review the payments one last time. Select **Submit** to process the payment.



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IN.gov

Home

FAQs

Print

Contact Us

BUSINESSES

FILE

FILING HISTORY

PAY

PAYMENT HISTORY


EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT




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Confirm Payment

Tax Type: Sales [\(View Due Dates\)](#)

Location Address:

State Tax ID:

Current Filing Frequency:  Monthly

- You have selected ACH Debit as your payment option. The following account will be debited. If your bank account is no longer valid, please select EFT Registration from the menu and update your bank information.
- All ACH Debits made before 4:00 p.m. Eastern Time will be processed the next business day.

To process this transaction you must click the Submit button. If you have not already filed a return for this period, you must do so after you submit your payment.

Account	Period	Payment	Bank Account	ABA Number	D


Page 1 of 1

10

Previous

Submit

Step 7: A Payment Confirmation page displays after the payment has been submitted successfully. Print this page for your records.



Indiana DORIN.govHomeFAQsPrintContact Us

BUSINESSES

FILE <

FILING HISTORY


PAY <

PAYMENT HISTORY

MESSAGES

MY PROFILE <

LOGOUT



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Payment Confirmation

Tax Type: [\(View Due Dates\)](#)

Location Address:

State Tax ID:

Current Filing Frequency:

Thank you! The following payment has been submitted. Please [print this page](#) for your records.

Payment locator number:

Payment amount:

Tax type:

Location:

Account period:

Payment submitted by:

Payment submitted on:

Payment may be modified until:

Date payment will be withdrawn from your financial institution:

Do you need to file a return for this tax period?

File a Return

In addition to making this payment, you also must file a tax return for this period. If you have not filed a return for this period, click on the File a Return button. If you do not submit a return, the department will issue a bill based on the best information available.

If you have any questions or comments regarding this transaction, please contact Customer Service for assistance.

INtax Customer Service
Indiana Department of Revenue

Taxpayer Information and Assistance: [\(317\) 233-8729](tel:317-233-8729)

Hours of Operation:
Monday – Friday
8:00 a.m. – 4:30 p.m. Eastern Time

You may also contact us 24 hours a day, 7 days a week through your secure mailbox by clicking the Messages menu option from within INtax. We will respond to electronic requests at our earliest availability within the working hours listed above.

Provide Feedback

Share a few words with us about your experience with INtax, <http://www.in.gov/dor/4537.htm>.

[Return To My Businesses](#)

Send and receive messages

To send and receive messages in INtax, follow these steps:

Step 1: From any page, select **Messages**.

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Indiana DORIN.govHomeFAQsPrintContact Us

BUSINESSES

PAY

PAYMENT HISTORY


EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT



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Business Details

State Tax ID:Primary Address:

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<u>Sales</u> Loc: 001		Yes	No	Open	Monthly	File Pay

Page 1 of 110View 1 - 1 of 1

Provide feedback

[Share a few words with us about your experience with INtax.](#)

Step 2: Select Compose Message.

The screenshot shows the INtax.IN.gov website interface. The header includes the INtax.IN.gov logo and navigation links: Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. The left sidebar contains links for BUSINESSES, PAY, PAYMENT HISTORY, EFT REGISTRATION, MESSAGES, SECURITY, MY PROFILE, and LOGOUT. The main content area is titled 'View Messages' and includes fields for State Tax ID and Primary Address. Below these fields are instructions for using the inbox. A message box indicates 'You do not have any messages in your Inbox.' At the bottom right, there are two buttons: 'Delete this page' and 'Compose Message'. A large red arrow points to the 'Compose Message' button.

View Messages

State Tax ID: _____ Primary Address: _____

- Your Inbox tab contains all messages sent from the Indiana Department of Revenue.
- To view a message, click on the Subject line or click View for the message you want to see.
- To delete a message from your Sent Items, click Delete to the right of the message.
- To delete all your inbox messages on this page, click the Delete this page button.

Inbox Sent Items

You do not have any messages in your Inbox.

Delete this page Compose Message

Step 3: A Compose Message window appears. You can use the INtax Message Center to make requests regarding your tax accounts. Select the appropriate category from the drop down menu (arrow #1 below) and type a subject for your message in the subject box (arrow #2 below).

The screenshot shows a 'Compose Message' dialog box. It contains the following fields:

- Date: 6/16/2015 12:37:05 PM
- To: Indiana Department of Revenue
- From:
- Email:
- Category:
- Subject:

Two red arrows with numbers are overlaid on the left side of the dialog box:

- Arrow 1 points to the 'Category' dropdown menu.
- Arrow 2 points to the 'Subject' text input field.

Step 4: Type your message in the body of the email (arrow #1 below). Select **Send** (arrow #2 below).

The screenshot shows a 'Compose Message' window with the following fields and elements:

- Date:** 6/16/2015 12:37:05 PM
- To:** Indiana Department of Revenue
- From:**
- Email:** (with a help icon)
- Category:** (dropdown menu)
- Subject:** (text input field)
- Message Body:** A large text area for typing the message. A red arrow labeled '1' points to this area.
- Footer:** A blue bar containing the text 'Please allow 2-3 business days for the department to respond to your message.' and a blue 'Send' button. A red arrow labeled '2' points to the 'Send' button.
- Buttons:** 'Close' and 'Clear' buttons are located at the bottom left.

Step 5: To confirm your message was sent, select **Sent Items**. This shows a list of messages successfully sent to the department. Please allow two to three business days for the department to respond.

BUSINESSES

PAY

PAYMENT HISTORY


EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT



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Sent Messages

State Tax ID: Primary Address:

- Your Sent Items tab contains a copy of every message you've sent to the Indiana Department of Revenue.
- To view a message, click on the Subject line or click View for the message you want to see.
- To delete a message from your Sent Items, click Delete to the right of the message.
- To delete all your messages on this page, click the Delete this page button.

InboxSent Items

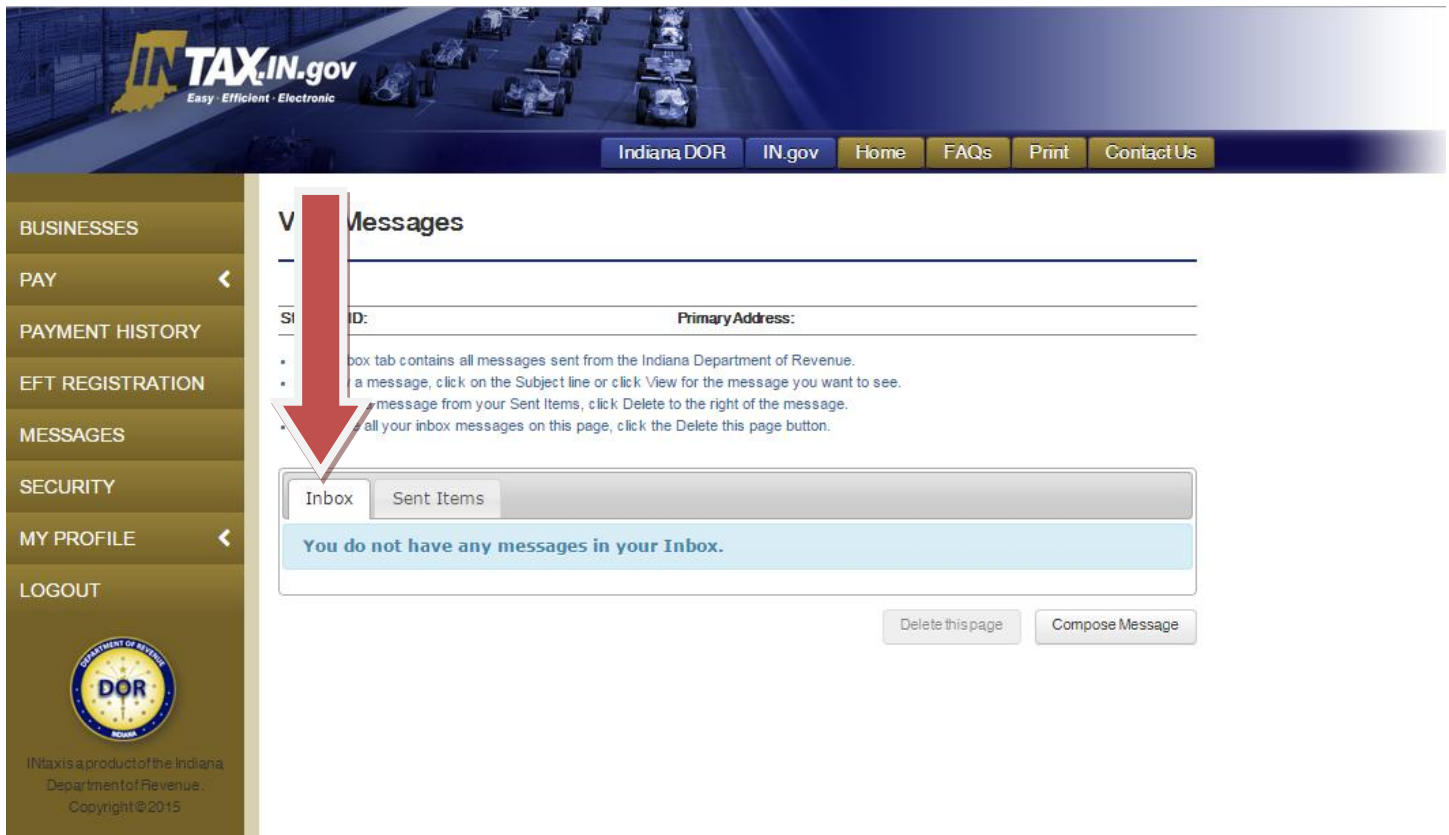
Sender	Subject	Date	Actions
	Sales tax return	6/30/2015 8:24 AM	View Delete
	Filing WH-3	6/30/2015 8:22 AM	View Delete

Page 1 of 110

View 1 - 2 of 2

Delete this page

Step 6: Once the department has responded to your message, an email is sent to the email address on file notifying you a message has been sent to your Secure Message Inbox in INtax. You can view messages the department has sent by selecting **Inbox**.



Manage users

From the Security page, you can add and delete users and manage their security rights to the account.

Add a user

To add a user, follow these steps:

Step 1: From any page in INtax, select **Security**.

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Indiana DORIN.govHomeFAQsPrintContact Us

BUSINESSES

PAY

PAYMENT HISTORY


EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

LOGOUT



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Business Details

State Tax ID:Primary Address:

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<u>Sales</u>		Yes	No	Open	Monthly	File Pay
Loc: 001						

Page 1 of 110View 1 - 1 of 1

Provide feedback
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Step 2: Select Add User.

The screenshot shows the INtax IN.gov website interface. The header features the INtax IN.gov logo with the tagline "Easy · Efficient · Electronic" and a navigation bar with links: Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. The left sidebar contains a menu with the following items: BUSINESSES, PAY, PAYMENT HISTORY, EFT REGISTRATION, MESSAGES, SECURITY, MY PROFILE, and LOGOUT. The main content area is titled "Security Details" and includes fields for "State Tax ID:" and "Primary Address:". Below these fields, a light blue box contains instructions: "To modify a user's privileges/access to your business, click on Privileges." and "To add a new user to the business, click the Add User button to set up their profile and privileges." Another light blue box below states: "No additional users have been added to this business. Please click the 'Add User' button to add users to the business." A large red arrow points down to a blue "Add User" button located at the bottom right of the main content area. The footer of the sidebar includes the Indiana Department of Revenue (DOR) logo and the text: "INtax is a product of the Indiana Department of Revenue. Copyright © 2015."

Step 3: Enter the first name, last name, email address, and contact phone number of the user you wish to add. Select **Continue**.

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Indiana DOR | IN.gov | Home | FAQs | Print | Contact Us

BUSINESSES
PAY □
PAYMENT HISTORY
EFT REGISTRATION
MESSAGES
SECURITY
MY PROFILE □
LOGOUT

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Edit User Details

State Tax ID: _____ Primary Address: _____

- Update the contact information using the fields below.
- Please note that First Name, Last Name, Phone Number, and Email address fields are required to successfully submit the form.

User Details	
First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>
Ext:	<input type="text"/>

Step 4: You are able to set specific business level privileges for the user by checking the boxes below.

Select administrative to grant the user complete access. Administrative level privileges include the ability to use INtax as if the user is the business owner, which allows the user to change access for other users.

Users assigned the right to file a return, make a payment, or adjust EFT registration also are assigned the right to look up account periods for your business account.

Once you have assigned the appropriate business level privileges to the user, select **Submit**.

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Indiana DOR | IN.gov | Home | FAQs | Print | Contact Us

BUSINESSES

PAY ☐

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE ☐

LOGOUT

User Business Privileges

State Tax ID: _____ Primary Address: _____

• This page allows the administrator to apply business level privileges to the chosen user. These privileges will apply to all accounts within the business. You may adjust the rights at the account level by clicking on the Edit Account Privileges button.

• To assign a right to a person for all accounts in this business, check the appropriate boxes by the business and click submit to proceed.

You have selected the option to add a new user to your business.

Business	Administrative	Look Up Account Periods	File A Return*	Make A Payment*	Adjust EFT Registration Information*
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Users given the right to File a Return, Make a Payment, and/or Adjust Registration, will be given the Look Up Account Periods privilege for the business.

Step 5: The next page confirms the user has been added.

INtax sends the newly added user an email containing a link, which allows the new user to access INtax to select his or her own username and password.

The screenshot displays the INtax.IN.gov website interface. At the top, the header features the INtax.IN.gov logo with the tagline "Easy · Efficient · Electronic" and a navigation bar with links for "Indiana DOR", "IN.gov", "Home", "FAQs", "Print", and "Contact Us". The left sidebar contains a menu with options: "BUSINESSES", "PAY", "PAYMENT HISTORY", "EFT REGISTRATION", "MESSAGES", "SECURITY", "MY PROFILE", and "LOGOUT". The main content area is titled "User Privileges Updated Successfully" and contains a green message box with the following text:

State Tax ID: Primary Address:

The access privileges for this user have been successfully added. In order for this user to access this site, he/she must first have a valid username and password.

An email has been sent to the user who was added. In this e-mail, there is an internet link for the user to follow to select his/her username and password and verify that the profile information is correct.

Please note that we have temporarily assigned the user's email address as the username. The user will not be able to login to any accounts with the temporary username. The user must follow the link sent and select a username and password. You cannot assign the username for the users.

[Return To My Businesses](#)

At the bottom of the sidebar, there is a logo for the Indiana Department of Revenue (DOR) and the text: "INtax is a product of the Indiana Department of Revenue. Copyright © 2015".

Adjust a user's privileges

Note: At any time, an administrative user can adjust the business level privileges of other users.

To adjust a user's rights, follow these steps:

Step 1: Select **Security**.

The screenshot shows the INtax.IN.gov website interface. The top navigation bar includes links for Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. The left sidebar contains a menu with the following items: BUSINESSES, PAY, PAYMENT HISTORY, EFT REGISTRATION, MESSAGES, SECURITY, MY PROFILE, and LOGOUT. A red arrow points to the 'SECURITY' link. The main content area is titled 'Business Details' and contains a table with columns: Address, Registered for EFT, Currently Consolidated, Status, Filing Frequency, and Actions. The table has one row with the following data: Address (Sales, Loc: 001), Registered for EFT (Yes), Currently Consolidated (No), Status (Open), Filing Frequency (Monthly), and Actions (File Pay). Below the table, there is a feedback section with the text 'Provide feedback' and a link 'Share a few words with us about your experience with INtax.' The footer of the sidebar contains the Indiana Department of Revenue logo and the text 'INTax is a product of the Indiana Department of Revenue. Copyright © 2015'.

Business Details

State Tax ID: Primary Address:

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
Sales Loc: 001	Yes	No	Open	Monthly	File Pay

Page 1 of 1 View 1 - 1 of 1

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Step 2: Select **Privileges** of the user account for which you want to change privileges.

Note: You also may delete the user from the Security Details page.

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SecurityDetails

State Tax ID: Primary Address:

- To modify a user's privileges/access to your business, click on Privileges.
- To add a new user to the business, click the Add User button to set up their profile and privileges.

Username	Email Address	Phone Number	Last Login	Actions
				Privileges Delete

Page 1 of 1 | 10 | View 1 of 1

[Add User](#)

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Step 3: From the User Business Privileges page, you can change a user’s privileges. Once the desired privileges have been assigned, select **Submit** to complete the process.

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Indiana DOR | IN.gov | Home | FAQs | Print | Contact Us

BUSINESSES

PAY <

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE <

LOGOUT

User Business Privileges

State Tax ID: _____ Primary Address: _____

- This page allows the administrator to apply business level privileges to the chosen user. These privileges will apply to all accounts within the business. You may adjust the rights at the account level by clicking on the Edit Account Privileges button.
- To assign a right to a person for all accounts in this business, check the appropriate boxes by the business and click submit to proceed.

You are currently making changes to:

Business	Administrative	Look Up Account Periods	File A Return*	Make A Payment*	Adjust EFT Registration Information*
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Users given the right to File a Return, Make a Payment, and/or Adjust Registration, will be given the Look Up Account Periods privilege as well.

Add a business

If you have more than one business, you can add more businesses to your INtax profile. To do so, follow these steps:

Note: If you are a tax professional managing taxes for a client, please see the Tax Professionals Guide at www.in.gov/dor/4336.htm.

Step 1: Select **My Profile**, then **Add a Business to My Account**.

The screenshot shows the INtax.IN.gov website interface. The top navigation bar includes links for Indiana DOR, IN.gov, Home, FAQs, Print, and Contact Us. The left sidebar contains a menu with options: BUSINESSES, PAY, PAYMENT HISTORY, EFT REGISTRATION, MESSAGES, SECURITY, MY PROFILE (expanded), ADD BUSINESS TO MY ACCOUNT, ADD WIRELESS PREPAID, UPDATE CONTACT INFO, CHANGE PASSWORD, CHANGE USERNAME, and LOGOUT. The main content area is titled 'Business Details' and displays fields for State Tax ID and Primary Address. Below these fields is a list of business accounts with columns for Account, Address, Registered for EFT, Currently Consolidated, Status, Filing Frequency, and Actions. A red arrow points to the 'ADD BUSINESS TO MY ACCOUNT' link in the sidebar. The footer includes the Indiana Department of Revenue logo and copyright information.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
Sales Long 001		Yes	No	Open	Monthly	File Pay


Step 2: You must complete the registration process for each business you wish to add to your account by answering the questions and verifying the account information. If you need assistance registering a business, please reference the *INtax QuickStart Guide* at www.in.gov/dor/4336.htm. After you submit the information about your additional business, the department will verify the information. Once the information has been verified, the business appears on your Business Details page.

Update contact information

Note: If the address listed in your INtax User Profile is not correct, send a message to the department using the INtax Message Center.

To update your phone number, email address, or other contact information, follow these steps:

Step 1: Select **My Profile**, then **Update Contact Info**.



Indiana DORIN.govHomeFAQsPrintContact Us

BUSINESSES

PAY

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

ADD BUSINESS TO MY ACCOUNT


ADD WIRELESS PREPAID

UPDATE CONTACT INFO

CHANGE PASSWORD

CHANGE USERNAME

LOGOUT



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Business Details

State Tax ID:Primary Address:

- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
Sales Loc:001		Yes	No	Open	Monthly	File Pay

Page 1 of 110View 1 of 1

Provide feedback

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Step 2: Change the name, phone number, and email address associated with your INtax profile as desired. After you have made your changes, select **Save**.

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BUSINESSES
PAY <
PAYMENT HISTORY
EFT REGISTRATION
MESSAGES
SECURITY
MY PROFILE <
LOGOUT

DEPARTMENT OF REVENUE
DOR
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Edit User Details

- Update the contact information using the fields below.
- Please note that First Name, Last Name, Phone Number, and Email address fields are required to successfully submit the form.

User Details	
First Name:	<input type="text"/>
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>
Ext:	<input type="text"/>

Cancel Save

Change password

To change your INtax password, complete the following steps:

Step 1: Select **My Profile**, then **Change Password**.

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Indiana DORIN.govHomeFAQsPrintContact Us

BUSINESSES

PAY

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE

■ ADD BUSINESS TO MY ACCOUNT


■ ADD WIRELESS PREPAID

■ UPDATE CONTACT INFO

■ CHANGE PASSWORD

■ CHANGE USERNAME

LOGOUT



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Business Details

State Tax ID:Primary Address:


- To view the account financial details by tax period, click on the underlined account tax type in the list below.
- To make a payment for an account, select Pay from the menu or select Pay in the list below.
- To file a return for an account, select File in the list below.

Account	Address	Registered for EFT	Currently Consolidated	Status	Filing Frequency	Actions
<u>Sales</u> Loc:001		Yes	No	Open	Monthly	File Pay

Page 1 of 110View 1 - 1 of 1

Provide feedback

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Step 2: Enter your current password in the Old Password field. In the New Password field, enter the new password you would like to use. Reenter the new password in the Confirm Password field to confirm it is typed correctly. Once you have completed these steps, select **Save**.

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Indiana DOR | IN.gov | Home | FAQs | Print | Contact Us

BUSINESSES
MY PROFILE
LOGOUT

Change Password

- Passwords may not include the characters '<', '>', '\', ':', and ';', must be 6 to 16 characters long, and must contain at least 1 letter.
- Letters in password are case-sensitive.
- For security reasons, your password is not allowed to be your email address, INtax username, or any combination of your first and last name.

Change Password

Username:

Old Password:

New Password:

Confirm New Password:

Cancel Save

The next page confirms your password change is successful.

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Indiana DOR | IN.gov | Home | FAQs | Print | Contact Us

PAY
PAYMENT HISTORY
EFT REGISTRATION
MESSAGES
SECURITY
LOGOUT

Change Password

Your password has been changed successfully.

Change username

If you want to change your username, complete the following steps:

Step 1: Select **My Profile**, then **Change Username**.

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Indiana DORIN.govHomeFAQsPrintContact Us

BUSINESSES

PAY <

PAYMENT HISTORY

EFT REGISTRATION

MESSAGES

SECURITY

MY PROFILE v

■ ADD BUSINESS TO MY ACCOUNT


■ ADD WIRELESS PREPAID

■ UPDATE CONTACT INFO

■ CHANGE PASSWORD

■ CHANGE USERNAME

LOGOUT



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Account ↑	Address ↑	Registered for EFT ↑	Currently Consolidated ↑	Status ↑	Filing Frequency ↑	Actions ↑
Sales Loc:001		Yes	No	Open	Monthly	File Pay

Page 1 of 110 View 1 of 1

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Step 2: Your current username is displayed. Enter the new username you have chosen in the New Username field.

Note: If you select a username that is already in use, you will be prompted to enter a different username.

To confirm the change, enter your current password in the Password to Confirm Change field. Once you've completed these steps, select **Save**. The next page confirms your username change is successful.

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Indiana DOR | IN.gov | Home | FAQs | Print | Contact Us


BUSINESSES
PAY <
PAYMENT HISTORY
EFT REGISTRATION
MESSAGES
SECURITY
MY PROFILE <
LOGOUT

Change Username

- Usernames must be 6 to 25 characters in length.
- Letters in usernames are not case-sensitive.
- Usernames must begin with a letter, but may contain numbers, underscores, and periods.
- For security reasons, your username must be different than your email address.

Change Username	
Old Username:	<input type="text"/>
New Username:	<input type="text"/>
Password to Confirm Change:	<input type="password"/>

Cancel **Save**


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Additional information

- *Filing Frequency Status Change:* The department reviews taxpayer accounts annually. Based on these reviews, your filing frequency status might change, which can affect your due dates. To avoid penalty and interest, please review the due dates on your returns.
- *Closing a Business:* To close a business, you must complete Form BC-100 and attach the required documentation. If you do not have the required supporting documentation, you can submit a notarized statement with the form. Form BC-100 is available at www.in.gov/dor/3489.htm, or you can call the department at (317) 615-2581 to have one mailed to you.
- *Incorrect Information:* If you need to update your contact information, select **My Profile**, and then select **Update Contact Info**. Make the necessary changes, then select **Save**. If the address listed in your INtax User Profile is not correct, send a message to the department using the INtax Message Center. Select **Messages**, and then select **Compose Message**. Be sure to include the TID number of the account to be changed and the correct address.
- *No Tax Is Due:* You must file a return even when you have no tax due, unless your account has been closed. If you do not file a return, the department will issue a tax bill based on the best information available.
- *Due Date:* If the due date on your return falls on a weekend or legal holiday, your payment and return are due on the next business day. For a list of state holidays, visit www.in.gov/spd/2555.htm.
- *FAQs:* The **FAQs** link at the top of the page provides answers to common questions. If you don't find the information you need and still have a question, you can select the **Messages** link from the left menu navigation to submit a question to the department.
- *Registration Tutorials:* If you have any questions about registering for INtax, please refer to the department's registration video tutorial at www.in.gov/dor/4821.htm. You also can access the *QuickStart Guide* at www.in.gov/dor/4336.htm.
- *INtax Phone Line:* If you have a specific question not addressed in the FAQs, guides, or video tutorial, call the INtax phone line at (317) 233-8729.